

Amendments to the claims:

Claims 1 - 42 (cancelled).

43. (currently amended) Apparatus for compiling statistics concerning communications ~~at least one communication~~, at least one of the communications including a plurality of events occurring during the communication, the apparatus comprising:

an interface for receiving records representing the plurality of events occurring ~~during the communication~~, each record including an identifier;

a processor for associating selected ~~the~~ records with the communication based on the identifiers in the selected records; and

an output for generating the statistics concerning the communications ~~communication~~ based at least on data in the selected one or more of the records.

44. (original) The apparatus of claim 43 wherein the communication includes an information assistance call.

45. (original) The apparatus of claim 43 wherein the identifiers each identify the communication.

46. (currently amended) The apparatus of claim 43 wherein the statistics is a function of time when the ~~communication takes~~ communications take place.

47. (currently amended) The apparatus of claim 43 wherein the statistics is a function of an interval during which the ~~communication takes~~ communications take place.

48. (currently amended) The apparatus of claim 43 wherein the ~~communication is communications are~~ conducted through a call center, and the statistics is a function of a location of the call center.

49. (currently amended) The apparatus of claim 43 wherein the ~~communication is communications are~~ transported through a carrier, and the statistics is a function of the carrier.

50. (currently amended) The apparatus of claim 43 wherein the ~~communication originates communications originate~~ from a market, and the statistics is a function of the market.

51. (original) The apparatus of claim 43 wherein the selected records are selected based on a type of event represented thereby.

52. (original) The apparatus of claim 43 wherein the data includes indications of selected events represented by the selected records.

Claims 53 - 87 (cancelled).

88. (currently amended) A method for compiling statistics concerning ~~communications at least one communication, at least one of the communications~~ including a plurality of events occurring during the communication, the method comprising:

receiving records representing the plurality of events occurring during the communication, each record including an identifier;

associating ~~selected~~ the records with the communication based on the identifiers

in the selected records; and

generating the statistics concerning the communications communication based at least on data in the selected one or more of the records.

89. (original) The method of claim 88 wherein the communication includes an information assistance call.

90. (original) The method of claim 88 wherein the identifiers each identify the communication.

91. (currently amended) The method of claim 88 wherein the statistics is a function of time when the communication takes communications take place.

92. (currently amended) The method of claim 88 wherein the statistics is a function of an interval during which the communication takes communications take place.

93. (currently amended) The method of claim 88 wherein the communication is communications are conducted through a call center, and the statistics is a function of a location of the call center.

94. (currently amended) The method of claim 88 wherein the communication is communications are transported through a carrier, and the statistics is a function of the carrier.

95. (currently amended) The method of claim 88 wherein the communication originates communications originate from a market, and the statistics is a function of the

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market.

96. (original) The method of claim 88 wherein the selected records are selected based on a type of event represented thereby.

97. (original) The method of claim 88 wherein the data includes indications of selected events represented by the selected records.